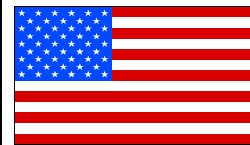




THE NEWSLETTER OF THE STATEWIDE EMERGENCY TELECOMMUNICATIONS BOARD

JULY
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The SETB Welcomes New Acting Executive Director

Paul Fahey was named Acting Executive Director of the Statewide Emergency Telecommunications Board (SETB) by Secretary of Public Safety James Jajuga in April 2002, with the SETB affirming the appointment at its May 2002 meeting.

Paul came to the SETB after serving as Chief of Staff in the Executive Office of Public Safety under Secretary Jajuga. He also has six years of experience in the Massachusetts Legislature, including two years as Legislative Director for the Joint Committee on Public Safety.

In addition to his state government experience, Paul is a former local elected official in his hometown of Watertown, with service as a member of the Town Council, School Committee, Planning Board, and Town Meeting over a ten-year period.

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WIRELESS E911 PROGRESS



The SETB is pleased to announce major progress in the area of wireless enhanced 9-1-1 in the Commonwealth. On March 15, 2002 Governor Swift signed Chapter 61 of the Acts of 2002 into law. This legislation was submitted by Senator Marc Pacheco to modify the 9-1-1 statutes to include wireless communications systems such as cellular and PCS systems.

Wireless enhanced 9-1-1 will be deployed in a phased approach using the 9-1-1 network to provide improved service to callers. All carriers are required to provide the service under regulations issued by the Federal Communications Commission. Phase I will provide cell site address and callback number to PSAPs receiving wireless calls. Phase II of the FCC rules requires the carrier to provide location of the caller within certain distance limitations, which

will appear in the ALI screen using latitude and longitude coordinates. The legislative action provides the SETB with resources that will allow activation statewide.

The SETB has issued requests for Phase I service to all carriers doing business in Massachusetts and is active in network testing with several carriers with all expected to be on line by the end of summer. We will be able to get data about the wireless 9-1-1 needs and work with PSAPs in delivering Phase II wireless 9-1-1 calls based on the location of the call. The Board has approved an interim operational policy for Phase I deployment and is working on standards for wireless enhanced 9-1-1 to augment the existing "wireline" standards.

If you would like additional information on the wireless project, contact Peter Ostroskey at the SETB office.



SETB Training Department NEWS

The SETB Training Department continues to offer a variety of 911 classes at all of our training sites at a regularly

scheduled basis each month.

Our NEW HIRE Class is now offered days and evenings. Students attending this class will receive two full days of training that provides detailed information on how to use the 911 telephone system, TTY Education and instruction and basic call-handling procedures.

The curriculum provides a great deal of role-playing and "hands-on" training [this course provides the certification that is mandated for all Massachusetts 911 call takers]. We also offer a 4-hour APU / TTY Refresher Class. This class is a must for police offi-

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SETB / TTY Test Call Program Underway

The SETB began a TTY Test Call program in January of this year. While many call takers are becoming more comfortable using their TTY's, many are still not acknowledging the test calls conducted by the SETB. Starting this fall, department heads will be notified of the dates and times of failed test calls made to their PSAP. Additional training will be made available to all requesting agencies.

NOTE: All TTY Test Calls will come into the PSAP on the 2-Way Emergency Line but may hunt to the "inter-PSAP" line if the 2-way line is in use. The calltaker will not receive an address or telephone number with calls that are made to the 2-way emergency line.

TTY TIPS for Calltakers

- .. Remember the language barrier! Most TTY callers do not use English as their primary language. They use "American Sign Language". For Example, don't use "Roger" or "affirmative" for YES, or "negative" or "negatory" for NO when you are communicating with a TTY caller. Many people do not understand these terms that are frequently used in the public safety network.
- .. If your TTY bounces out of the TTY mode after you have pressed it twice, and the greeting does not complete, simply press it twice again to connect allow it to connect completely. Sometimes pressing the TTY function key too quickly will cause this to happen.
- .. TTY conversations will not print on your "in-house" printer when they come in on the 2-way emergency line. However, they do print on the printer of the TTY being used by the TTY test caller, and are reviewed each month by the SETB Training Director.

NEW DIRECTOR (continued from front)

Paul has a B.A. in political science from the University of Massachusetts Boston and a M.P.A. in state and local government from Suffolk University, where he teaches as an Adjunct Professor of Public Management. He is also a candidate for a J.D. degree from the Massachusetts School of Law.

"I am grateful to Secretary Jajuga and the SETB for the opportunity to lead this important agency. Massachusetts has an outstanding E9-1-1 program, and I am committed to keeping it that way. We face a number of challenges, including implementation of the wireless E9-1-1 mandates of the FCC. I will work closely with the Board, the agency staff, the local PSAPs, and all interested parties to ensure that this project is successful. The public safety of the citizens of Massachusetts is the focus of our efforts, and I promise to keep that goal at the forefront of our work at the SETB every day."

- Paul Fahey

TRAINING NEWS (continued from front)

cers, firefighters and part-time calltakers that do not answer 911 calls on a regular basis. The full-time calltaker will also benefit from this refresher class, as the curriculum covers all features of the Enhanced 911 system. Some, that are crucial to specific emergency calls but may not be remembered because they are not used often enough. This 4-hour course provides extensive TTY education and instruction, showing all calltakers how to maintain their skills so that they will be prepared to take

TTY calls.

The SETB training program also offers Limited Secondary Training to those Limited Secondary PSAPs in the state. This course covers basic equipment information as well as some call handling procedures. This class is taught "in-house" at the requesting facility and is only scheduled upon request.

Class dates and locations are available by calling Gail or Dawn at the SETB office at 781-944-9113. There is never a fee for attending a SETB training class.



Municipal Coordinators / Database Liaisons

Please REMEMBER The Following
When filing the ALI Discrepancy Form

- 1.) PRINT LEGIBLY
- 2.) ALWAYS include the AREA CODE
- 3.) ALL forms should be forwarded as soon as possible to your Municipal Coordinator for signature and immediately faxed to Verizon for processing into the ALI Database.
- 4.) When your Municipal Coordinator changes you MUST NOTIFY VERIZON & THE SETB Office in writing as soon as possible. You can fax your letter to save time.
- 5.) Remember ALI information is considered confidential.